

Oklahoma Workforce System Certification Standards and Draft Measures

The following table presents the draft Workforce System certification standards and measures as developed by the Task Force. Some overarching themes emerged during their development including:

- Providing easy accessibility to all jobseeker and employer customers.
- Ensuring all services are based on local employer needs.
- Ensuring non-duplication of services to both job seekers and employers among all partners within the system.
- Ensuring staff in every partner agency within the workforce system know about all services and resources within the system and are able to develop an individualized plan for each customer (both job seeker and employer) that will fully meet their needs, whether provided by the entry point agency or others within the system.

The standards and measures are found within three categories – Governance, Job Seeker Services, and Business Services. Each workforce system will need to meet the standards in all three categories to be certified.

Category	Standards	Draft Measures
Governance	All services are based on a local/regional unified plan developed and supported by all system partners that will create the talent pipeline needed to support Oklahoma employers. Each entity's internal plan has strategies that support the overall state/regional plan.	<ul style="list-style-type: none"> • This local/regional plan: <ul style="list-style-type: none"> a) states how the regional plan supports the goals of the state plan b) has common outcomes/goals that all system partners are working together to achieve. c) has common measures have been identified and are tracked among all system partners d) states how the programs of the system partner entities support the overall goals of the region e) outlines the roles and responsibilities of each of the system partners and states how each system partner supports making their students/clients citizen ready, career ready, and college ready f) identifies the shared costs and the process for cost sharing/resource leveraging g) outlines the process/agreement in place for sharing data from both students/clients and from employers. • Communication about the plan is on-going between system partners. • Employer engagement activities are coordinated among system

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		<p>partners.</p> <ul style="list-style-type: none"> • A resource map for the region has been developed and is being utilized. • Business intelligence gained from employer engagement is shared among all of the system partners. • Program outcomes of all partners are developed based on employer validated skill needs.
	<p>There is a consistent staff initial orientation and ongoing training/certification processes for all regional partner staff that assure staff is qualified to provide consistent workforce related service delivery and is knowledgeable about partner programs and services/ and or the common tools available for their clients use.</p>	<ul style="list-style-type: none"> • Partner meetings and cross-training events are held regularly. • Staff development opportunities exist for all partners and are held regularly. • Staff training plans and schedules are in place and are accessible and communicated to staff. • Guidance and support is available from system partner's leadership at both state and local levels. • "Career navigators" are certified. • Communication is on-going and all staff have access to current information regarding one-stop system services using a variety of methods (newsletter, bulletin board, on-line intranet for staff, email blasts etc).
	<p>There are common core principles, policies, and tools that are used across programs.</p>	<ul style="list-style-type: none"> • System partners coordinate assessments and ensure that clients/students do not have to take assessments multiple times, and/or that partners are accepting each other's assessments. • A job seeker receives access to career guidance and available workforce services from any partner agency they enter. • System partners participate in the regional area's career pathways framework. • System partner programs are designed to ensure skill attainment in areas of employer skill needs. • System partners evaluate skill attainment compared to employer skill needs. • All system partners ensure their students/clients are getting into the talent repository (okjobmatch.com). • The comprehensive workforce portal (the on-line system that will

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		<p>provide an understanding of the services available to them and a way to access those services) is being utilized across all system partners and programs. All students and clients have access to the Workforce Portal.</p> <ul style="list-style-type: none"> • Common career guidance tools (such as OKCIS, okcareerplanner.com etc.) are being utilized across programs and partners. All students/clients are provided orientation to these tools and how to use them.
	<p>System partners services (both job seeker and business) are coordinated to ensure job seekers and business customers are provided all available system services for which they qualify and need.</p>	<ul style="list-style-type: none"> • An entity or person is designated as a one-stop operator that ensures a seamless, consistent and high quality service delivery within a regional area. • One stop system staff functions as a team and utilizes the strengths of each partner to benefit the system as evidenced by each entity: <ul style="list-style-type: none"> a) working effectively with the other and maintaining open communication among the group pertaining to the needs of the common customer, b) all system partners are able to share staff for “system” service delivery, and, c) actively contributing to the achievement of the system goals. • Job Seekers have multiple access points to all system services through: <ul style="list-style-type: none"> a) in-person and virtual services (such as assessment and career planning tools, job search and ob readiness assistance, application for financial aid, UI , Human services, Adult Education, Rehabilitation or other workforce related benefits and access to a wide range of job search tools)accessible anytime and anywhere there is internet, and, b) alternative locations services such as libraries, schools, faith-based and community organizations, and/or any other appropriate site ensuring reasonable access. • “Career navigators” are available within each partner agency to guide job seekers to employment.

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Job Seeker Services	The System is accessible for all consumers (including those with disabilities and language barriers) to fully utilize services and resources both virtually and at all physical locations.	<ul style="list-style-type: none"> • All tools and equipment been reviewed by all partners and determined accessible for all populations served • Facilities <ul style="list-style-type: none"> a) have a policy statement complying with the Oklahoma Accessible Electronic and Information Technology law; b) are ADA compliant; c) have parking spaces that are adequate for the average level of consumer traffic; d) provide assistive technology to assist consumers with disabilities (visual, hearing, physical) in accessing computers and other facility resources and services; and, e) evaluate assistive technology annually to ensure it is up-to-date and fully-functioning. • Agencies providing virtual access have a policy statement complying with the Oklahoma Accessible Electronic and Information Technology law.
	Services and resources are “packaged” as individualized solutions to meet each specific job seeker’s needs and goals. The System provides helpful and useful resources to support consumer’s job readiness, attainment of employment goals, and career advancement.	<ul style="list-style-type: none"> • The partners have developed and are using a common referral process • There are staff in each partner agency that can effectively utilize a consumer system assessment and navigate the consumer through the system • There are no duplications in the assessment process • The available system services and resources are clearly communicated to all customers and a career development plan is customized through assessments to meet their needs and goals. • Workshops, “how to” videos, and other materials are provided for job readiness skill development. • Frontline System staff provides valuable job search support to customers exposing them to the multitude of services and resources available within the System.
	The System enables job seekers to acquire, strengthen and document employer validated skills including technical, basic and soft skills.	<ul style="list-style-type: none"> • Minimum requirements for assessment have been developed and are utilized including the key elements and the types of assessments to be conducted • The partners have developed and utilize assessments and program tools

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		<p>focused around employer's needs</p> <ul style="list-style-type: none"> The system provides the soft skills training that employers state is necessary for workplace success, including but not limited to: <ul style="list-style-type: none"> - Professionalism, work ethic - Oral and written communication - Teamwork and collaboration skills - Critical thinking/solving skills The system utilizes soft skills program tools that document competencies.
	<p>The System utilizes a common orientation process at multiple access points providing information on core job seeker services available through the workforce system. This process is seamless, transparent, efficient, and accessible for individuals with disabilities and language barriers.</p>	<ul style="list-style-type: none"> To ensure consistent and seamless service delivery, every student/client knows what services they qualify for, and are able to access those services. They are given information that will allow them to make good career decisions that will put them on a career path of their choice and with the knowledge of the tools and services available to them to help them achieve those goals. Front line staffs are key to ensuring their students/clients understand how to receive those services. All agencies within the system use a common initial video, accessible with closed caption and multiple languages, which highlights system services. After viewing the video, each job seeker is directed to a common portal for self-assessment to determine potential eligibility for needed services. Job Seekers meet with a highly trained system navigator to review assessment results and direct the job seeker as needed.
	<p>The partners have developed and are implementing their plan to eliminate duplication of core services.</p>	<ul style="list-style-type: none"> The region has completed a job seeker services service map and utilizes it to eliminate duplication of services and address service gaps The region has completed a job seeker resource map and utilizes it to determine funds coming into the region to determine additional funds needed to fully fund the system's needs The partners have developed and are using an effective common referral process The partners have developed and are using information sharing methods and tools

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	All staff are trained and certified to assist customers to access all system services and resources in a customer satisfying manner.	<ul style="list-style-type: none"> • There is ongoing staff training and development • All staff are certified in customer service
Business Services	The region uses a sector based approach to delivering services to businesses and jobseeker customers	<ul style="list-style-type: none"> • There is a regional business plan developed and used by all partners with a clear approach to engaging the business community. It has a specific menu of services that: <ul style="list-style-type: none"> a) is promoted to the business community in an effective manner b) includes those offered by all partners c) goes beyond only referral, recruitment and training options d) includes fee for service e) the partnership collectively adds to and deletes services and then immediately notifies all partners and their appropriate staff within the region about the additions and deletions • Each of the regional partners is committed to, trained in and measure results for carrying out the overall, regional business plan. • All of the appropriate staff members from each of the partners are included in familiarity training and activities that will allow them to better understand the work of the other partners (i.e. tours, agency overview briefings, job shadowing activities, etc.) and how to “connect the dots” quickly and efficiently for the sake of the client company • There is assistance for any partner who is struggling to carry out their portion of the business plan. • The region measures the results of the business services and uses it to make improvements.
	There is a central contact management system (CMS) available to be shared by the partners that keep local partners informed on what business and industry needs.	<ul style="list-style-type: none"> • The CMS: <ul style="list-style-type: none"> a) has a designated manager, b) is marketed and promoted to the membership to demonstrate that there is cohesive approach to business services in the region, c) has all partners financially contributing to keep it solvent, d) has all partners contributing information on business clients contacts, needs and services, and, e) is kept confidential and the proprietary information from the client is secured

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	<p>The regional system has a web site for promoting one contact point for businesses in their region. Information from the website is shared among all the partners.</p>	<ul style="list-style-type: none"> • This website: <ul style="list-style-type: none"> a) has someone responsible for managing it and keeping the content current and fresh, b) has someone responsible for responding to queries, c) reviews and addresses as necessary the average response time for queries to the website, d) has all partners financially contributing to keep it solvent, e) has all partners contributing and updating content to it, and, f) is marketed to the business community. • The region regularly reviews the website's impact, effectiveness and usage by business and industry in the region. • New partners are given an orientation and instruction to the website.
	<p>Business services outreach is an integrated, collaborative process that is developed and shared among all the partners within the system.</p>	<ul style="list-style-type: none"> • Someone is designated to coordinate the business services outreach program among the partners in the region. • The region has all the necessary components (education, economic development and employment) represented in their cohesive approach to business services. • All partners meet on a regular basis through a variety of methods (face to face meetings, phone conferences, email exchanges) to discuss outcomes of the partnership and the needs of the business community. • Business services success is measured and tracked. • The region uses a standard process to establish the primary point of contact for a particular business or industry. • The partners follow a written agreement on how they will work together to improve the efficiency of the delivery of business services within the region.

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